



## STAR ONLINE PUBLICATION



**Case Number:** S2208000030 – Rev. F

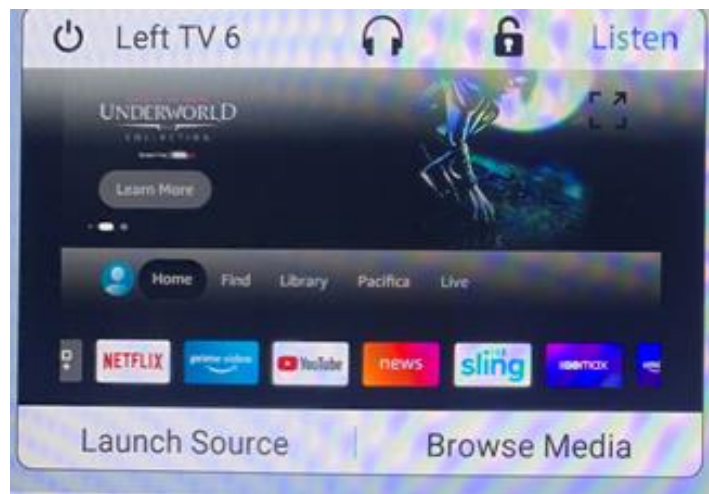
**Release Date:** May 2023

**Symptom/Vehicle Issue:** DVD Or Blu-Ray™ Disc Can Not Be Launched From The Radio or Rear Screens

**Discussion:** Customer reports the 'Blu-Ray™' disc softkey is not available to select in the front radio Launch Source menu of the Rear Seat/FireTV app or in the Rear Screens. The radio was missing a Front Seat Control app that controls the launch of DVD or Blu-Ray™ player from the radio. The issue was also corrected in a recent FireTV update over-the-air in the first week of May 2023. The new software will show to be 3434. **Do Not Replace** the Video Routing Module (VRM) for this concern.

\*\*Intermittent Blu-Ray™' disc softkey is not available was addressed in an app update in February 2023.

Be sure to follow these steps after the update has been released.



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**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**



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Please follow the below steps to resolve:

Go through sign in process on rear screens:



Fig 1

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Create a free Amazon account if needed, no credit card information necessary just an email.



Fig 2

Ensure device is connected to Wi-Fi. The rear seat entertainment requires an internet connection to perform software update.

Click the small gear in the bottom right.

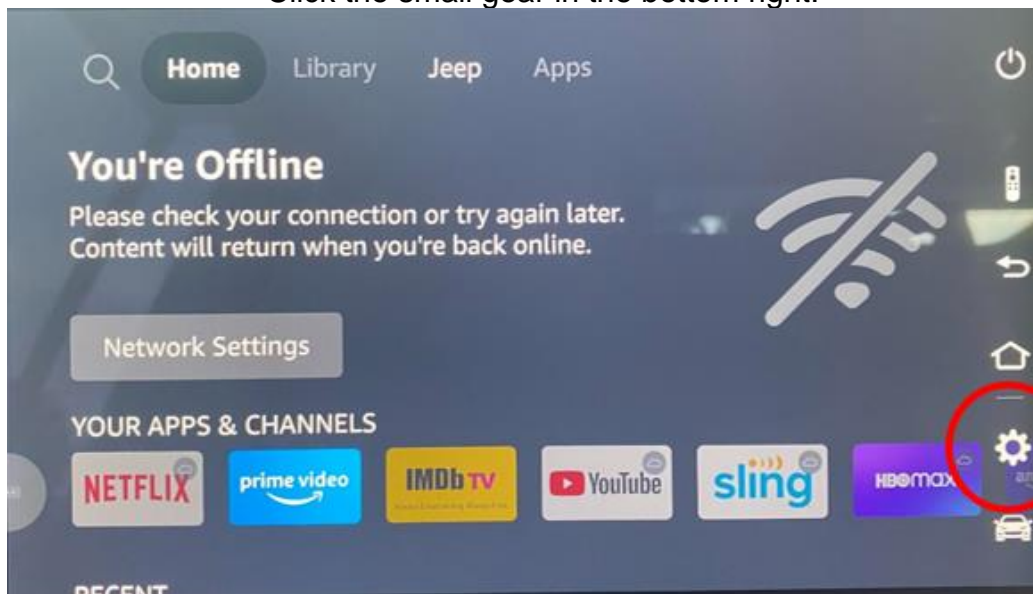


Fig 3

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Click Settings.

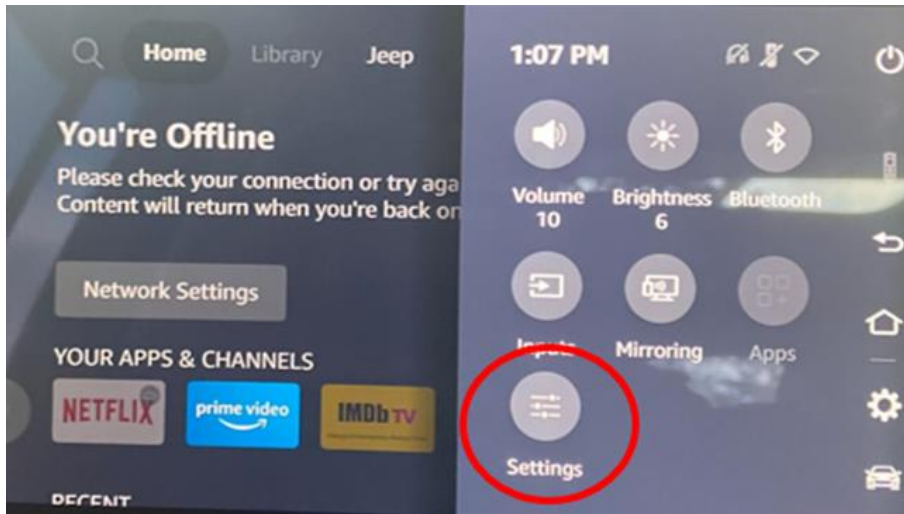


Fig 4

Scroll to the right for devices and software.

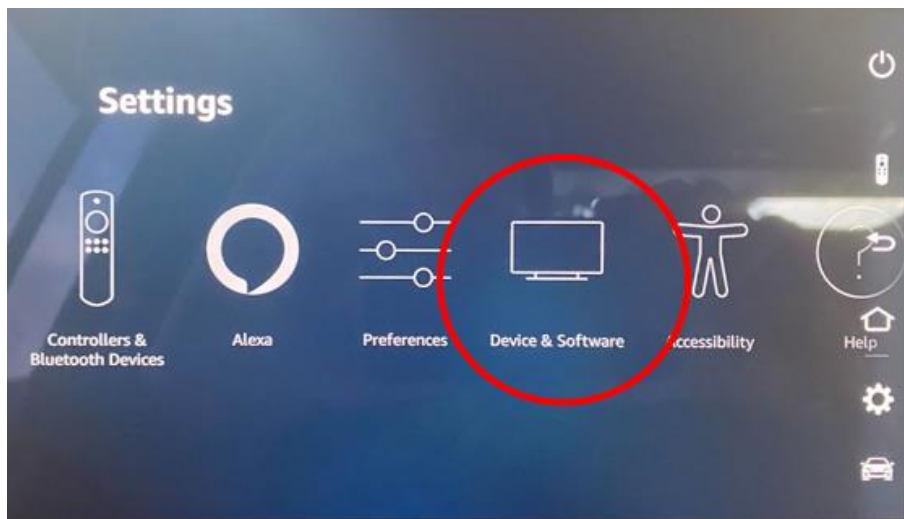


Fig 5

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Click about.

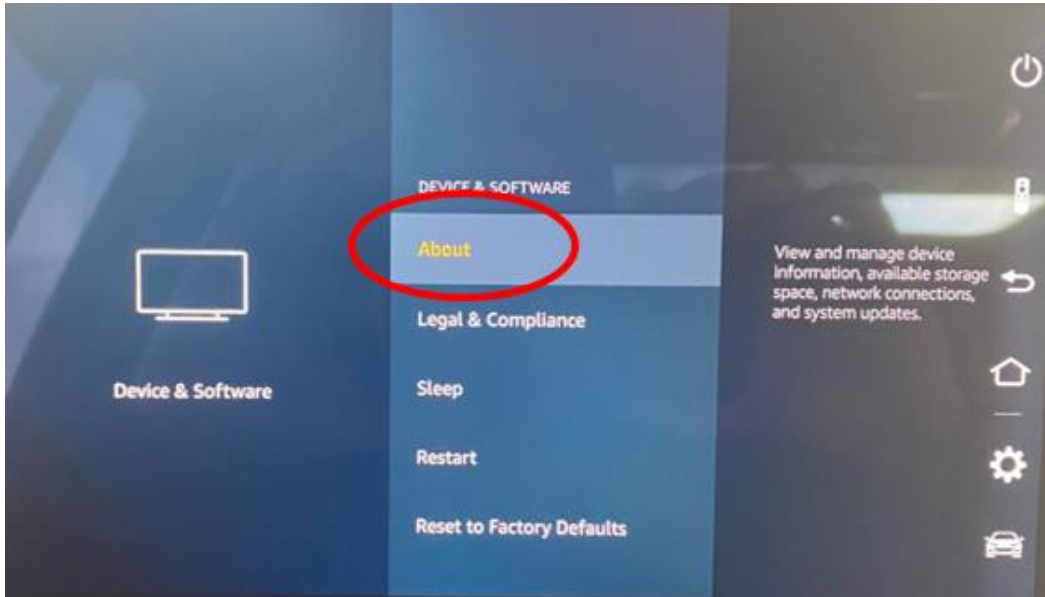


Fig 6

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## This **Must** be done on both screens:

- Click check for updates.
- Should start to download and then install software.
  - The device will request a reboot once complete.
- Verify Software Version number is at least **3434** after updates.

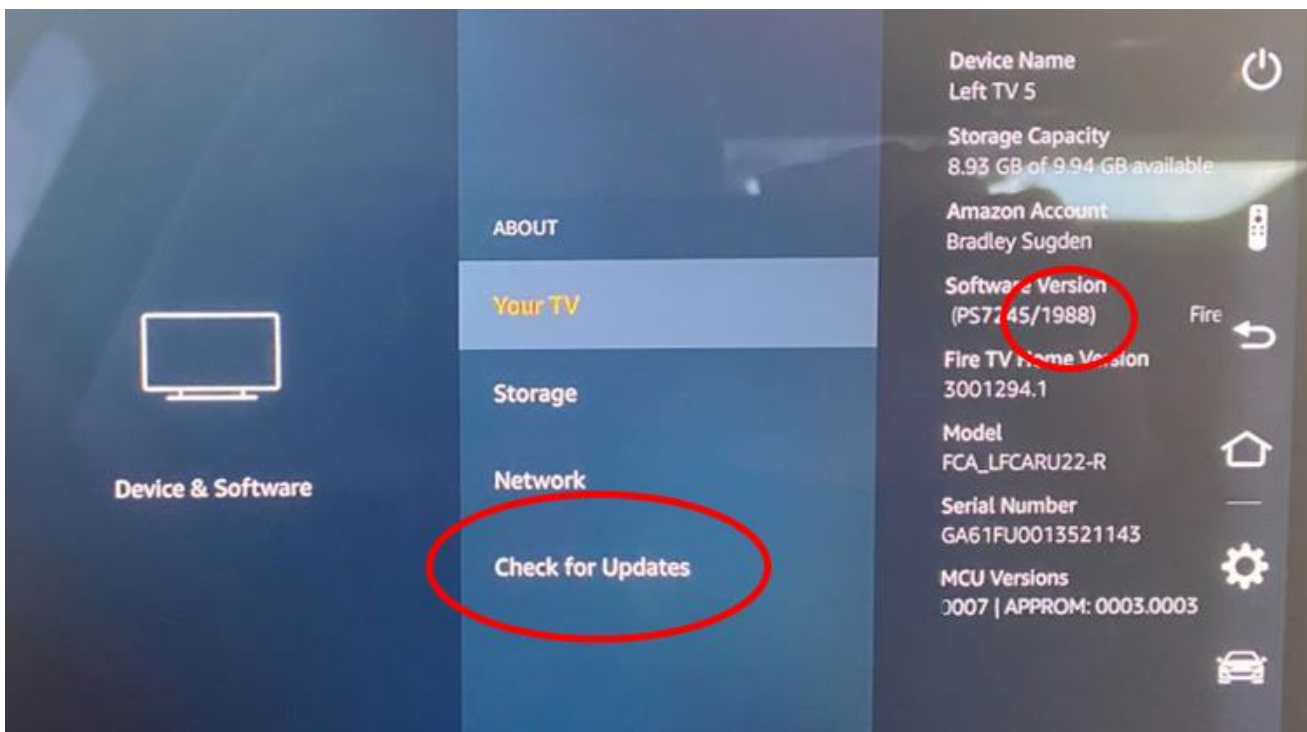


Fig 7

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If the rear screens are not showing Blu-Ray™ as a selectable input (see picture below Fig 8) after the update, follow these instructions:

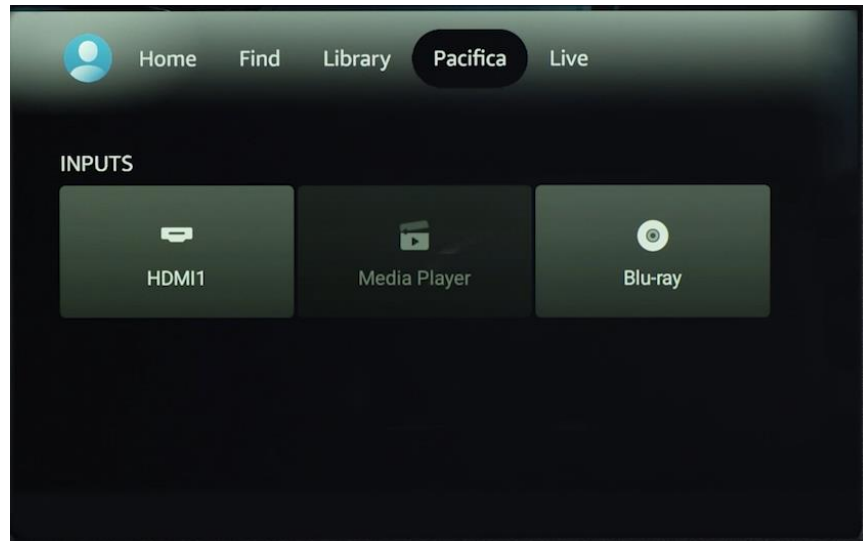


Fig 8

If the above picture is not present, navigate back to this screen (Fig 9) and click Reset to Factory Defaults. **This must be done on each screen that is not showing the Blu-Ray™ Icon.**

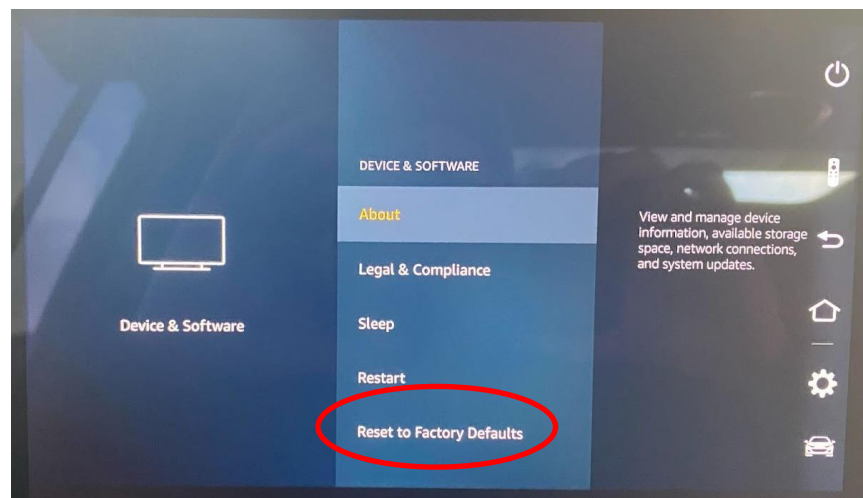


Fig 9

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